

BRAUNSTONE TOWN COUNCIL

JOB DESCRIPTION

JOB TITLE: Duty Officer – Community Centres

GRADE: NJC Scale 12 – 15

RESPONSIBLE TO: Senior Customer Service & Centres Officer

RESPONSIBLE FOR: N/A

PURPOSE OF JOB: To be responsible for the safety and security of the Council's premises, grounds, equipment and occupants. To act as the first point of contact for all issues arising at the premises during the duty period and to ensure these are resolved where possible. To provide support to Customer and Reception Services.

KEY RELATIONSHIPS: Customers, Hirers Users of the Centre, other Duty Officers, Cleaner & Premises Operatives, Senior Customer Service & Centres Officer, Customer Service & Reception Assistant, Licensed Bar/Café Supervisors and staff.

MAIN DUTIES:

1. To ensure that the needs of room hirers and users are met and a high standard of customer service is provided by:
 - a) dealing with all visitors and booking enquiries in a polite and efficient manner,
 - b) greeting visitors, recording a group/hirer's presence, directing visitors to appropriate rooms and ensuring that their needs are met,
 - c) maintaining contact with users/occupants of the Council's premises in order to ensure that their needs are met, and
 - d) showing potential hirers around the Council's premises and advising them on hiring and room layout options.
2. To ensure the building/premises is available to users in accordance with defined standards:
 - a) carrying out minor maintenance and repair work,
 - b) remedial cleaning and building preparation, and
 - c) cleaning up after each session.
3. To ensure the security of the building, grounds and equipment by:
 - a) unlocking the building and locking up after each session,
 - b) setting alarms,
 - c) ensuring that all users have vacated the building, and
 - d) all doors, windows and gates are shut and secured.
4. To ensure the safety and security of users and occupants by:
 - a) evacuating the building/premises in the event of fire or other emergency,
 - b) complying with the Health & Safety at Work Act at all times as outlined in Braunstone Town Council's Health & Safety Policy,
 - c) ensuring all users/occupants comply with Health & Safety regulations and that any risks posed are dealt with accordingly, and
 - d) Providing access to first aid, calling for emergency help and facilitating access to the emergency services when required.

5. To be a Keyholder for the Council's buildings/premises, including responsibility for responding to emergency call outs and responding to any other reasonable requests of the Council's Management to provide access.
6. To liaise with the Licensee in supervising the users and hirers of the Centres.
7. Administer the bookings diary, including taking payment for room bookings.
8. To receive cash and process debit/credit/on-line payments for services in line with the relevant Council's Standing Orders and Financial Regulations, including:
 - a) receiving and recording payments made into the Council's Cash Office, in accordance with laid down procedures and proper security measures,
 - b) responsibility for ensuring that all bookings and cash receipts are entered onto the computerised system, and
 - c) ensuring the safe deposit of all monies remaining in the Cash Office at the end of each working day.
9. To ensure that users/occupants of the Council's premises comply with the law, regulations, Town Council Policies and terms and conditions of hire.
10. To complete relevant documentation concerning hires, bookings and incidents during your duty period and ensure relevant issues are drawn to the attention of the Service Manager.
11. To provide support, as required, for Council Events held at the Council's Community Centres and premises. To provide emergency, lunchtime and holiday cover, as and when required, for Customer and Reception Services.
12. To undertake work at the Council's Community Facilities and service locations across Braunstone Town.
13. To attend occasional staff meetings/training sessions as necessary, which may be out of normal working hours and/or at other establishments as required.
14. To provide cover for colleagues in the Service/Team and undertake any other reasonable duties that may be required by your Line Manager.

CORE WORKING HOURS:

Minimum hours of work per week within the following shift pattern:-

8am to 12.00midnight Monday to Thursday
8am to 1.00am Friday to Saturday
8am to 11.30pm Sunday

In addition the post holder must be flexible with their shift patterns and be willing to provide cover for holidays, sickness etc, across the whole of the above shift patterns at both the Thorpe Astley Community Centre and the Braunstone Civic Centre.

SALARY/TERMS OF EMPLOYMENT:

Employed within a salary scale which covers NJC Spinal Column Point Range 12 – 15 for all hours worked on the shift pattern.

22nd April 2021

All other terms and conditions in accordance with the National Joint Council for Local Government Services National Agreement on Pay and Conditions of Service (The Green Book). The employment will be subject to a probationary period of six months' satisfactory service. Payment of salary by bankers transfer – monthly in arrears.

Braunstone Town Council is an Equal Opportunities Employer.

PERSON SPECIFICATION – DUTY OFFICER – COMMUNITY CENTRES			
KEY JOB REQUIREMENTS	ESSENTIAL	DESIRABLE	TESTING MECHANISM
QUALIFICATIONS Good general education	✓		Application Form
Maths and English language qualifications (GCSE minimum)		✓	Application Form
EXPERIENCE Working with people or with the general public in a customer services, hospitality or retail environment	✓		Application Form
KNOWLEDGE Of security systems and awareness of security issues		✓	Application Form
Knowledge of health and safety and equal opportunities requirements in a public service/customer focused environment	✓		Interview
SKILLS Good communication skills, both verbal and written	✓		Application Form/Interview
Keyboard and IT skills, including good working knowledge of Microsoft Office applications (Including Excel).	✓		Application Form/Interview
Ability and willingness to carry out minor maintenance work	✓		Interview
PERSONAL QUALITIES Willingness for continuous learning, including in the use of the Computerised Bookings and Enquiries Systems.	✓		Interview
An enthusiasm for customer care issues and the self-confidence to deal with people at all levels in a professional manner	✓		Interview
The ability to work on your own initiative and accept responsibility for the security and safety of a public building	✓		Interview
Reliable, with commitment to a flexible working hours pattern to meet the demands of the service	✓		Interview
The ability to respond to and deal with difficult situations in a calm manner	✓		Interview
Lone working, resetting rooms and moving chairs and tables is an occasional requirement	✓		Interview
OTHERS Willingness to work at any of the Town Council's Premises.	✓		Interview